PX-520A

Case Clip(s) Detailed Report
Sunday, January 09, 2011, 1:33:45 PM

520-A

0_W3301

📁 **Matias, Manuel D. (Vol. 01) - 03/10/2010**   1 CLIP (RUNNING 00:21:45.400)

🎬 Mr. Matias, could you tell us who ...

MMEDIT   **27 SEGMENTS (RUNNING 00:21:45.400)**   ███████████

1. PAGE 5:22 TO 5:25 (RUNNING 00:00:04.700)

```
22                Mr. Matias, could you tell us who
23       your employer is?
24                A.    Robert Wood Johnson University
25       Hospital.
```

2. PAGE 10:13 TO 11:08 (RUNNING 00:01:18.300)

```
13                What software does Robert Wood Johnson
14       currently use or license from Lawson Software?
15                A.    Right now we are currently using --
16       I'm assuming you're speaking modules?
17                Q.    Yes.  Modules and applications or
18       however it is you would refer to them.
19                A.    Okay.  Right now we're using what is
20       called RSS, Requisitions Self-Service.  It's where
21       the end user orders their supplies.  We use the
22       inventory management tool.  It's where all the
23       inventory's housed, storeroom, house stock.  We
24       also use the general ledger, AP and budget module
25       and we also use a module called MSCM, and that's a
00011:01     module that we use to go up and bar count the units
02       that have bar codes.  It's a hand-held technology.
03                Q.    Okay.  And is inventory management,
04       is that the same as inventory control?
05                A.    Yes.
06                Q.    Okay.  And does Robert Wood Johnson
07       also license Purchase Order?
08                A.    We use the PO module, yes.
```

3. PAGE 11:09 TO 11:12 (RUNNING 00:00:08.000)

```
09                Q.    And does law -- excuse me.  Start over.
10                Does Robert Wood Johnson license
11       Procurement Punch-Out?
12                A.    No.
```

4. PAGE 11:13 TO 12:08 (RUNNING 00:01:14.900)

```
13                Q.    Does Robert Wood Johnson license
14       Lawson's EDI software?
15                A.    Yes.  We do use EDI here.
16                Q.    Okay.  Is there any other software
17       modules or applications that you're aware of that
18       Robert Wood Johnson licensed from Lawson?
19                A.    Let's see what else.  We use add-ins
20       to extract and upload data but that's an Excel --
21       you know, in conjunction with Excel.
22                Q.    Were these add-ins provided by
23       Lawson?
```

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```
         24              A.      Yes.
         25              Q.      So does Robert Wood Johnson license
   00012:01      the Microsoft add-ins from Lawson Software?
         02              A.      Yes.
         03              Q.      Okay.  Thanks.
         04                      Mr. Matias, do you know how long
         05      Robert Wood Johnson has licensed Lawson's
         06      procurement software?
         07              A.      About four months now.  We -- we went
         08      live November 1st.
```

5. PAGE 12:23 TO 13:06 (RUNNING 00:00:20.400)

```
         23              Q.      Okay.  When did the implementation
         24      begin for the Lawson procurement software?
         25              A.      April?  April of 2009.
   00013:01              Q.      April of 2009.  Okay.  Thank you.
         02                      So altogether the implementation took
         03      roughly -- let's see --
         04              A.      Six months.
         05              Q.      -- seven months?
         06              A.      Seven months, yes.
```

6. PAGE 13:12 TO 13:23 (RUNNING 00:00:29.400)

```
         12              Q.      Okay.  Mr. Matias, are you familiar
         13      with the term Item Master?
         14              A.      Yes.
         15              Q.      Could you explain what the Item
         16      Master is?
         17              A.      Sure.  Item Master in Lawson is
         18      called IC 11.  It's where we house all of our
         19      inventory supplies whether it's stock or nonstock
         20      and that -- that is where the end user on the floor
         21      gets their information from.  It houses the Lawson
         22      item number, the description, the unit of measure,
         23      manufacture number.
```

7. PAGE 14:20 TO 15:09 (RUNNING 00:00:50.900)

```
         20              Q.      Okay.  Thank you.
         21                      Do you know approximately how many
         22      items are in the Item Master as implemented by
         23      Robert Wood Johnson?
         24              A.      Right now we have roughly 36,000
         25      items.
   00015:01              Q.      And could you describe the types of
         02      products that are available in the Lawson
         03      procurement system?
         04              A.      Sure.  We have everything from
         05      implants to medical/surgical supplies to lab
         06      supplies to gastroenterologist supplies.  We have
         07      all sorts of screws, bolts, bandages, gauzes, IV
         08      solutions, reagents, hip implants, stents,
         09      pacemakers, IC -- AICDs for the pacemakers.
```

8. PAGE 16:07 TO 17:24 (RUNNING 00:02:12.600)

```
         07              Q.      What about things like medical gowns
         08      or gloves?
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09              A.      Gowns and gloves, yes, they're in
10       there.
11              Q.      Okay.  Could you explain what types
12       of data are included about the items that are in
13       the Item Master?
14              A.      Sure.  In the Item Master we take and
15       put the description.
16                      Lawson only has 30 characters for the
17       Description field so we get creative and if it's a
18       suture, you know, we start it with s-u-t and then
19       try to fit it in all the dimensions, you know, six
20       by whatever centimeters.
21                      It contains the manufacture number so
22       in case we ever call the vendor and we need to
23       identify the item to them, we got to give them the
24       manufacture number.  It contains a unit of measure
25       which is usually the unit of measure that is
00017:01  stocked by us and the manufacturer and is usually
02       the purchase unit measure so if it's a box, you
03       know, we're buying it by the box.  If it's an each,
04       you know, we're issuing out by the each, we're
05       buying by the box, that's all that the Item Master
06       has.
07              Q.      Okay.  And when someone -- let me
08       start over.
09                      If a requester wants to purchase a
10       particular item or put in a request for that item
11       to be purchased would they base their choice of
12       which item they need on that item description?
13              A.      There's a couple of ways that the
14       requester could find the item.
15                      There's a -- a screen called PO 15
16       and it's basically -- they're a template so
17       whatever items they want to see when they log in we
18       put all those items under that template so they
19       will only see that template.  If the item's not in
20       there, then in RSS, requisitional service, they
21       could do the search option and search for a
22       description, manufacture number, catalog number,
23       you know, and then they go narrow, narrow the item
24       and pick the one that they want.
```

9. PAGE 19:09 TO 20:06 (RUNNING 00:01:24.800)

```
09              Q.      Mr. Matias, do you know how many
10       vendors Robert Wood Johnson uses within the Lawson
11       procurement system?
12              A.      My God.  Right off the top of my head
13       I'm going to say 3,000.
14              Q.      And do you know who the largest five
15       vendors are that Robert Wood Johnson uses?
16              A.      I know the number one is Owens Minor.
17       Then you have Medtronic.  Then you have Synthes --
18              Q.      Sorry.  Could you spell that?
19              A.      S-y-n-t-h-e-s.  And the other two not
20       off the top of my head.
21              Q.      Okay.  So is it -- is the vendor
```

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```
22      information associated with items in Item Master
23      somehow provided in the system?
24              A.      The vendor information we get from
25      finance -- finance bills the vendor.  They tell us
00020:01        the vendor number and if we build an item, then we
02      associate the item in another location called IC 12
03      to that vendor.
04              Q.      Okay.  So the vendors are associated
05      with -- with items in the Item Master using IC 12?
06              A.      Correct.
```

10. PAGE 20:07 TO 20:15 (RUNNING 00:00:31.300)

```
07              Q.      Okay.  And what if a particular item
08      has more than one vendor associated with it?
09              A.      In Lawson it can only have one vendor
10      associated to it.  Then if we buy that same item
11      from another vendor, then there's another screen
12      called PO 13.3 that we could associate the same
13      Lawson number to multiple vendor item numbers which
14      in essence turns out to be different vendors.
15      That's a rare occasion.
```

11. PAGE 22:18 TO 24:05 (RUNNING 00:01:31.700)

```
18              Q.      I see.  If you -- say, for instance,
19      if Robert Wood Johnson wanted to order a box of
20      paper clips --
21              A.      Mm'mm.
22              Q.      -- and they could order it from
23      Staples or, say, Office Max --
24              A.      Mm'mm.
25              Q.      -- realizing I know that you say you
00023:01        don't have any office supplies in your system --
02              A.      Right, right.
03              Q.      -- but assuming that you did, then
04      how would you go about making it in the Item Master
05      such that those paper clips could be ordered from
06      either vendor; either Staples or Office Max?
07              A.      Okay.  In -- in the Item Master it
08      doesn't have vendor information.  It's just like
09      the core of the items.  It just has a description
10      and the unit of measure.
11              Then when you move into IC 12 that's
12      where you associate the vendor to it so it's
13      automatically going to default to whatever vendor
14      we have set up there.
15              Now, if they want to buy -- let's
16      say, Staples is on back order for those paper clips
17      and they to buy from Office Depot, then before they
18      go search for it, it's not going to show up unless
19      we add it into PO 13.3 as another option for that
20      same Lawson number and then when it gets to a PO,
21      we got to be knowledgeable to change the vendor
22      from Staples to Office Depot.
23              Q.      So you would only have one Lawson
24      item number?
25              A.      For paper clips.
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```
00024:01              Q.     For paper clips.  But you would have
      02      two vendor items associated with --
      03              A.     Right.
      04              Q.     -- that one item?
      05              A.     Correct.
```

12. PAGE 24:06 TO 24:10 (RUNNING 00:00:11.500)

```
      06              Q.     Okay.  And when you did a search for
      07      the item the way I understand you explained it, you
      08      would only see the item pop up associated with one
      09      of the two vendors?
      10              A.     The primary vendor, right.
```

13. PAGE 24:11 TO 25:06 (RUNNING 00:00:56.000)

```
      11              Q.     The primary vendor.  How is that
      12      primary vendor designated?
      13              A.     In IC 12.  When -- and I'll show you
      14      when we get into the system.  There's a source
      15      button that you have to pick a vendor to the item.
      16              Q.     Okay.  And at what point would you be
      17      able to switch from that primary vendor to the --
      18              A.     Secondary.
      19              Q.     -- secondary vendor?
      20              A.     In PO 13.3 you have a capability of
      21      marking one of the items as the default so whenever
      22      the PO gets created it automatically puts that
      23      vendor item number instead of the other one.
      24              Q.     But could you also select a different
      25      vendor as you're building the requisition?
00025:01              A.     They are -- the end users are able to
      02      select a vendor.  If they're building a requisition
      03      like from scratch, the item already does not exist
      04      in the Item Master but if it already exists in the
      05      Item Master they can't select another vendor.  We
      06      have to change the PO before it goes out.
```

14. PAGE 25:07 TO 25:10 (RUNNING 00:00:07.800)

```
      07              Q.     So there's no way for the requester
      08      to select the secondary vendor as they're creating
      09      the requisition?
      10              A.     Correct.
```

15. PAGE 25:18 TO 26:20 (RUNNING 00:01:16.600)

```
      18              Q.     How -- how does a requester go about
      19      finding product items in the Lawson procurement
      20      system?
      21              A.     Okay.  So the requester only has
      22      access to requisitions of service.  You know, when
      23      they log in, all their information populates.  You
      24      know, the accounting, you know, the cost center,
      25      where the supplies are going to get charged to.
00026:01                     They have a couple options.
      02                     They go into their shopping list
      03      which is the PO 15 that's already created and if
      04      another Lawson number item, they just search for
      05      the Lawson item number.  If they don't have any
```

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```
06        information, they go into another option that's the
07        search button and -- and it searches the entire
08        Item Master.  They could put in the Lawson number.
09        They could put our old inventory number from our
10        old system because we carry that over.  They can
11        put a manufacture number.  A word.  Let's say
12        they're searching for gloves.  You can put glove
13        and everything that contains that word glove will
14        come up and then they have to, you know, narrow the
15        search by picking up the one that they really want
16        and that's how they search for an item.
17            Q.    Okay.  And when you're talking about
18        the requester performing this search would this all
19        be done within Requisition Self-Service?
20            A.    Yes.
```

16. PAGE 28:12 TO 28:21 (RUNNING 00:00:28.000)

```
12            Q.    Okay.  So within Requisition
13        Self-Service could you tell me which of the search
14        functions that Robert Wood Johnson has available
15        for its requesters?
16            A.    It's just -- it's -- when you go into
17        the Requisition Self-Service at the top of the
18        button it has just the word search and you click on
19        search, another screen pops up with a little field
20        and you get to type in whatever information you
21        want to type in to search.
```

17. PAGE 29:03 TO 29:13 (RUNNING 00:00:18.900)

```
03            Q.    Are you familiar with something
04        referred to as UNSPSC codes?
05            A.    Yes.
06            Q.    Does Robert Wood Johnson use UNSPSC
07        codes?
08            A.    No.
09            Q.    So Robert Wood Johnson doesn't have
10        any UNSPSC codes designated for the items --
11            A.    Correct.
12            Q.    -- in the Item Master?
13            A.    Correct.
```

18. PAGE 29:20 TO 30:15 (RUNNING 00:00:50.000)

```
20            Q.    Are you familiar with the Advance
21        Search feature within the Requisition Self-Service
22        application?
23            A.    Yes.
24            Q.    And is that enabled on the Robert
25        Wood Johnson implementation?
00030:01          A.    Yes.  And that's where the end user
02        searches, you know, like I explained before, the
03        items.
04            Q.    And could you explain how the Advance
05        Search feature works?
06            A.    Sure.  When the end user logs into
07        RSS, you know, all the -- their fields already
08        populated.  Then on the top, you know, you click on
```

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```
09        advance search and that's where you type in the
10        Lawson item number, the description, you know,
11        glove, you know, the manufacture number and
12        anything that contains -- whatever you typed in
13        there pops up on your screen and that's where you
14        have to, you know, pick the right item that you
15        want to order.
```

19. PAGE 32:17 TO 35:05 (RUNNING 00:03:15.300)

```
17                Q.     Mr. Matias, can you briefly explain
18        how purchase orders are generated using Lawson's
19        procurement software?
20                A.     Mm'mm.  Okay.  So the purchase orders
21        are generated when the user goes into requisitions
22        of service, they find their item.  You know, they
23        put their quantity in.  They hit check-out.  Our
24        buyers are instructed to pull down those orders at
25        ten o'clock in the morning and at 2:30 in the
00033:01  afternoon.  They run what is called PO 100 so every
02        requisition that's sitting out there puts it into a
03        PO and that's how it gets created.
04                Q.     Okay.  And how does that purchase
05        order actually get transmitted to Robert Wood
06        Johnson's vendors?
07                A.     Sure.  So after the buyer runs PO
08        100, they get a report of all the POs that were
09        created.  They go in and verify the pricing and
10        everything's correct.  Once they're done, on the
11        top right-hand corner there's a release function.
12        You click release and depending on how we have it
13        set up in the back end, either EDI or fax or, you
14        know, E-mail the system automatically knows how to
15        send those POs out.  You know, they have to run
16        another -- we have it set up to automatically run
17        another job called PO 120 that gathers all the POs
18        and then another job that's run, ED 501, if it's an
19        EDI and that's also scheduled to run and that's how
20        it goes out.
21                Q.     So EDI is one of the options for
22        actually transmitting the purchase orders --
23                A.     Mm'mm.
24                Q.     -- to the vendors?
25                       And do you know about what percentage
00034:01  of purchase orders get transmitted by virtue of the
02        EDI?
03                A.     I'm going to say 75 percent.
04                Q.     Okay.  And does Robert Wood Johnson's
05        vendors provide information on whether the items
06        ordered in these purchase orders are actually in
07        inventory once the purchase order's transmitted?
08                A.     Rephrase that for me.  Do you mean do
09        they give us acknowledgment if they received the
10        order and they have the item?
11                Q.     Yes.  Exactly.
12                       Do they provide any sort of
13        information about the availability of the items --
```

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```
       14              A.     Yes.
       15              Q.     -- in the purchase order?
       16              A.     Yes.  We are contracted with this
            company called Global Healthcare Exchange, GHX for
       17
       18   short, and anything that's EDI -- you know, the
       19   vendor has to be a partner of GHX so whenever we
       20   set up an EDI vendor we get the information from
       21   GHX so when we transmit our POs, you know, it's
       22   realtime.  The buyer could log on -- log into that
       23   portal of GHX and check the acknowledgment of the
       24   vendor; it's on back order, you know, the price
       25   changed, the unit of measure should be box instead
00035:01   of each.
       02              If it's a fax, then the buyers have a
       03   common code that says please fax or acknowledge,
       04   you know, to our office or E-mail me or
       05   acknowledgment so we know that you got the PO.
```

20. PAGE 35:06 TO 35:19 (RUNNING 00:00:35.000)

```
       06              Q.     Okay.  So could you explain what
       07   GHX's role is --
       08              A.     Sure.
       09              Q.     -- in submitting the purchase orders?
       10              A.     GHX is like a -- a middleman
       11   repository for -- for mostly all healthcare
       12   facilities in the United States.
       13              It's basically -- they're the ones
       14   controlling like the partner set-up, you know, with
       15   the vendor.  They're the ones setting up all the ED
       16   transactions and then they just feed us the
       17   information to make it easier for us instead of
       18   going to every single vendor to get their EDI
       19   information.
```

21. PAGE 35:20 TO 36:05 (RUNNING 00:00:20.900)

```
       20              Q.     Okay.  So any time Robert Wood
       21   Johnson transmits a purchase order via EDI they're
       22   actually sending it to GHX?
       23              A.     X.  And GHX sends it to the vendor.
       24              Q.     I see.  And then the vendor in return
       25   would --
00036:01              A.     Send it --
       02              Q.     -- send something back --
       03              A.     -- to GHX --
       04              Q.     -- to GH...
       05              A.     -- and then we go look at it online.
```

22. PAGE 36:06 TO 36:20 (RUNNING 00:00:41.900)

```
       06              Q.     Okay.  Great.  So if the vendor
       07   provides information on the availability of items --
       08              A.     Mm'mm.
       09              Q.     -- how is that done?
       10              A.     I don't know how they do it to GHX,
       11   but we just -- when we log into the Web site we
       12   just see our PO number and the lines that were in
       13   the PO and if it's wrong it has a red line through
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14        the item or through where the discrepancy is and we
15        try to fix that before the shipment comes in.
16                Q.     When you say there's a line for the
17        discrepancy, that designates that the item is not
18        available from that vendor?
19                A.     If the item's not available it tells
20        us right there; back order.
```

23. PAGE 37:03 TO 37:11 (RUNNING 00:00:13.200)

```
03                Q.     And is that acknowledgment sent via
04        EDI?
05                A.     No.
06                Q.     It's not?
07                A.     No.
08                Q.     How do you receive the information on
09        the availability?
10                A.     We have to go into that portal, GHX,
11        to that Web site.
```

24. PAGE 53:21 TO 54:02 (RUNNING 00:00:13.000)

```
21                Q.     Okay.  So could a user search by the
22        name Cardinal and pull up --
23                A.     No.
24                Q.     -- an item?
25                A.     Only if we put the word Cardinal in
00054:01   the description or somewhere that the field's
02        searching on.
```

25. PAGE 84:04 TO 85:02 (RUNNING 00:01:00.800)

```
04                Q.     Who -- who is -- who names or who
05        adds the description field to the Item Master?
06                A.     Right now it's usually myself or the
07        four buyers that I have working for me.
08                Q.     So there's five people that could --
09                A.     Correct.
10                Q.     -- enter it?
11                       Is there a standard naming convention
12        that you use?
13                A.     We try to use the noun first so if
14        it's a bandaid depending on how long bandaid is we
15        try to limit to five characters.  So like, for
16        example, suture, instead of putting in the entire
17        word suture, we put it in as s-u-t for like sut so
18        everybody knows anything that started with s-u-t
19        it's a suture.  Solution, s-o-l.
20                Q.     Is that a naming convention that
21        you -- that you designed here at Robert Wood
22        Johnson or was that something that Lawson taught
23        you how to do?
24                A.     No.  That's an industry standard.
25        Most of the hospitals use, you know, the noun and
00085:01   they abbreviate it because of space constraints in
02        the Item Master fields.
```

26. PAGE 89:04 TO 90:02 (RUNNING 00:01:03.000)

```
04                Q.     So Robert Wood Johnson was using GHX
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Case Clip(s) Detailed Report
Sunday, January 09, 2011, 1:33:45 PM

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05        prior to licensing Lawson Software?
06               A.      Prior to Lawson, yes.
07               Q.      And I believe you testified that all
08        of the EDI transactions that go out from Lawson now
09        go through GHX?
10               A.      Correct.
11               Q.      And then you can go to a Web site
12        posted by GHX to determine whether or not a
13        particular purchase order had been -- had gone
14        through?
15               A.      Correct.
16               Q.      To the vendor.  And that's how you
17        can tell if an item's on back order or not?
18               A.      Correct.
19               Q.      So if using just the Lawson system
20        and not GHX is there any way to tell if a
21        particular item is in a vendor's inventory?
22               A.      We would have to then bring 832 --
23        another transaction for 832 which is another
24        transaction into Lawson in order to find out if
25        that item is on that vendor's catalog.
00090:01         Q.      Is that something that you do?
02               A.      We don't do that.
```

the catalogs

27. PAGE 90:25 TO 91:03 (RUNNING 00:00:06.500)

```
25               Q.      Did Robert Wood Johnson ever consider
00091:01  licensing Procurement Punch-Out?
02               A.      I don't think we ever considered
03        that, no.
```

TOTAL: 1 CLIP FROM 1 DEPOSITION (RUNNING 00:21:45.400)